

# **E TICKETS**

## **QUESTIONS AND ANSWERS**

### **1. What is an E Ticket?**

An E-ticket is an electronic ticketing “option” which eliminates the need for coupons. The “ticket is stored in the airline’s database.

### **2. When did E-ticketing start?**

E-ticketing started in September 1995. Currently we can offer E-tickets domestically on most airlines. E-tickets are slowly becoming available to more and more International destinations as well.

### **3. How does the E-ticketing process work?**

The traveler makes a reservation in the same manner as he or she usually does. At the time of ticketing the Airline/Travel agent will send a message through the computer to the Airline to issue an E-ticket. The E-ticket will be stored in the Airline’s database. The traveler’s itinerary/invoice and a passenger receipt will print out and can be given to the traveler. It is not necessary to have these pieces of paper with you at the airport. All of your information is in the Airline’s database.

### **4. What about checking my bags at curbside?**

You can still check your bags at curbside with an E-ticket just like you can with a paper ticket. The skycap will ask for your name and pull your record from the database to check your luggage to the right destination. Care should be taken to make sure the bag is tagged to the correct destination just as you would if you had a paper ticket.

### **5. What about my boarding pass? I can’t go directly to the gate can I?**

You can proceed directly to the gate. You must check in and show I.D. just like with a paper ticket. The Gate Agent will pull up your record, and issue you a boarding card showing the seat number your Agent had reserved for you. It is always a good idea to arrive at least a half hour before your flight to avoid losing your pre-reserved seat. This rule applies no matter what sort of ticket you are holding. If you are connecting to another flight on the same carrier, you will receive boarding cards for both flights when you check in for your first flight.

## **6. What happens if my flight is canceled?**

The Airline you are ticketed for would try to protect you on their next available flight. If another Airline will better meet your needs, the Airlines you are ticketed on will have to print out a paper ticket at that point for you to carry to the other Airline. The other Airline will accept this in exchange for a seat on their flight in most cases. Another option (when using fully refundable fare like Government contract fares) is to have your agent refund the ticket, and re-E ticket you on another airline. This takes only minutes. You could also go directly to the other airline and purchase an E-ticket using your Government travel card. You must then notify your agent that the original ticket was unused and will need to be refunded. You can have your servicing travel management center (TMC) (SATO is the TMC for the Washington Metropolitan area) reissue a ticket by calling them on their 800 number.

## **7. What happens if I have to change my plans while I am on my trip?**

You may apply the value of you unused E-ticket toward the cost of your new ticket. If you have a fully refundable ticket, you may want to refund the unused portion and have a new E-ticket issued for your new itinerary. The last option is generally used when your change means that you will be flying on a different Airline.

## **8. As a traveler, what advantage does an E-ticket offer me over a paper ticket?**

An E-ticket can't be lost, stolen, or forgotten. How many of us have panicked when we can't remember where we put the ticket, or get to the airport and realize we left the ticket at home? The E-ticket is the answer to a prayer in these sorts of situations. Your or your Line Office avoids the cost of a Prepaid surcharge when you must travel at the last minute, and cannot get to the Travel Agency to pick up a ticket before they close for the day. If you lose your paper ticket, there is a \$75.00 charge for processing a lost ticket form. With E-tickets, you can't lose them so you won't incur this cost. If you don't travel, the refunding process is much quicker because there is no need to mail the ticket back to the Airline or your Travel Agent for refunding.

## **9. Are there any catches?**

If you don't travel, you must notify the airline or your Travel Agent if you want to have the ticket refunded. We will not be notified by the airline if you don't take your trip. Another catch is that the maximum number of flights that can be E-ticketed in one reservation is four. If your trip involves more than four flights, you will be issued a paper ticket. The airlines are currently working to overcome this problem. Most Foreign Airlines do not offer E-tickets at this time, and U.S. Airlines are only allowing E-tickets to a limited number of International destinations.